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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am the sole proprietor of my own design company, and I live and work from a home office in San Francisco. In 2015, I contacted AT&T to get DSL service. I didn't expect this to be difficult because I had a DSL at the same address (installed by AT&T) in the early 2000s. I had terminated the service because I was out of area for a few years.

I was informed that AT&T no longer provided DSL, and in fact, they couldn't guarantee me a fast line AT ALL in my neighborhood. (This is in the outer Richmond district near Golden Gate Park.) I was stunned that I couldn't get a decent internet hookup in San Francisco. The salesman I spoke to was very upfront about their lack of service and he could not disagree that it was unacceptable. He eventually offered to send me a bonus gift card to make the deal more palatable.

I needed access to the internet, so I signed up. My line was unreliable, and I was delighted when I got a postcard informing me that Sonic was available in my neighborhood. We got it installed immediately for both internet and telephone service, and we have been blown away by the terrific product and the responsiveness of the customer service.

I am furious that the companies that were unable to provide me with service when I needed it are now trying to kneecap the more nimble service providers that plunged into the breach and gave me the access I needed.

This American taxpayer vehemently opposes the USTelecom petition.

Margaret Swart